

City of San José
CLASS SPECIFICATION

SENIOR PARKING & TRAFFIC CONTROL OFFICER (2453)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-Exempt

CLASS SUMMARY

Provides lead direction to Parking & Traffic Control Officers who patrol assigned areas for the purpose of enforcing vehicle and parking codes and regulations, and directing vehicular and pedestrian traffic at specific intersections or other specified locations. Responds to citizens' complaints, and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS

This class is second level in the Parking & Traffic Control series. It differs from Parking & Traffic Control Officer in that members of this class act as leads to members of the latter class, who perform more routine duties under closer supervision. The Senior Parking & Traffic Control Officer may perform similar duties as the Parking & Traffic Control Officer, but additionally performs work of greater complexity and scope (such as assisting in the development of parking and traffic control strategies).

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school, or General Education Development (GED) Certificate, or California Proficiency Certificate. Two (2) years of experience requiring independent decision-making and considerable contact with the general public in parking control enforcement or a similar regulatory function. (An additional year of education may be substituted for a maximum of one (1) year of work experience).

Required Licensing (such as driver's license, certifications, etc.)

- Valid State of California driver's license.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on position.)

Basic Knowledge, Skills and Abilities

(Needed at entry into the job in order to perform the essential duties.)

- Knowledge of the principles of providing work direction and leading others.
- Knowledge of traffic laws and regulations applicable to the safe operation of a motor vehicle.
- Ability to read and understand laws, ordinances, departmental policies, rules, and regulations.
- Ability to lead and, train lower level employees.

City of San José
CLASS SPECIFICATION

SENIOR PARKING & TRAFFIC CONTROL OFFICER (2453)

- Ability to communicate clearly and concisely both orally and in writing.
- Ability to operate a motor vehicle (including a 3-wheel vehicle) safely and in accordance with traffic rules and regulations.
- Ability to operate a radio or radio transceiver.
- Ability to establish and maintain effective working relationships with co-workers and the general public.
- Ability to be tactful and courteous but firm with the public in difficult situations and mediate disputes.

Desirable Qualifications

(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

- Knowledge of applicable sections of the San Jose Municipal Code, departmental regulations and policies, and the California Vehicle Code.
- Ability to prepare clear and concise records of work performed.
- Ability to obtain and maintain First Aid and CPR certification, as required.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
1.	May act as a lead, assigning scheduling and checking work, providing technical direction, determining priorities, and training staff. As a lead, may sign timecards and may give input to the supervisor regarding the employee's performance evaluation, hiring, promotion, termination and discipline of employees.	Continuous
2.	Issues citations for parking and other violations (such as expired vehicle registration).	Continuous
3.	Performs traffic control activities, patrolling duties, towing vehicles and any other duties typically provided by Parking & Traffic Control Officers as well as providing direction to lower level employees in performing these activities.	Continuous
4.	Oversees the direction of vehicular and pedestrian traffic at assigned intersections, construction sites, school zones, and other city locations as well as the direction of traffic in Citywide special situations such as traffic accidents, public safety emergencies, intersections with inoperative traffic signals.	Occasional
5.	Performs public relations services such as providing information and assistance to the Citation Processing and Parking Adjudication staff, other departmental and City staff, and to the general public.	Continuous
6.	Mediates disputes between Parking & Traffic Control Officers and the public.	Occasional
7.	Prepares and maintains required records and documentation such as reports of incidents and daily logs describing activities during the time of duty. Reviews records and documents prepared by Parking & Traffic Control Officers, and summarizes information as necessary.	Frequent
8.	Assists in developing parking and traffic control strategies.	Occasional
9.	Coordinates with Traffic Engineers in planning events and impacts of traffic control alternatives.	Occasional

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10.	Analyzes data and develops recommendations for improvements to the enforcement function.	As Required
11.	Effectively manages budget and other resources to provide optimal enforcement.	Frequent
12.	Assists in surveys of parking facilities and performs on-street parking studies of occupancy and duration.	As Required
13.	May represent City at towing hearings.	As Required
14.	May assist in performing parking meter collections.	As Required
15.	May respond to medical emergencies and may provide First Aid or CPR.	As Required
16.	May perform special enforcement assignments supporting City programs such as street sweeping, street paving, code enforcement, and other designated activities.	As Required
17.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) or “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

CLASSIFICATION HISTORY

Established 5/24/94, Rev. 8/94, Rev. 12/97, Rev. 8/05; s003, Formerly titled Sr. Parking Control Officer